



State Controller's Office
Personnel/Payroll Services Division
Transaction Supervisor Forum

March 21, 2019

Program Management and Analysis Bureau (PMAB)

- ❖ **System Activities Coordination and Support (SACS) – Arlene Bailey**
 - Reorganization Letters are scheduled to be mailed out on April 02, 2019. There is a change in the method of returning the response form this year. Please scan and email the response form to Chuck Lucas, clucas@sco.ca.gov.
- ❖ **Affordable Care Act (ACA) – Megan Vinson**
 - Compliance Reports Reminder:
 - Please use the compliance reports to aid in your workload, but they shouldn't drive your workload. ACA should be a regular part of your processes.
 - The ACAS Training Module is now posted to the SCO's public website: <http://cacontrollers.adobeconnect.com/p1mhxq1z9cwr/>
 - Changes to the Covered CA Notice Processing:
 - The new process will no longer require research and work from the departments. Departments and campuses will be responsible for collecting any notices received and mailing them to the State Controller's Office, ACA Unit. The SCO will then mail a generic notice to employees stating that if they were offered benefits through their employer and received an Advanced Premium Tax Credit, they need to update their Covered CA application. The notices are being mailed out from Covered CA beginning March 26th, and continuing with releases the next three following Tuesdays.

Personnel and Payroll Services Bureau

- ❖ **W-2, Non-USPS, Miscellaneous Deductions – John Ochoa**
 - The W-2 unit is continuing to process Duplicate W-2 requests on a weekly basis.
 - If you have questions about a duplicate W-2 please contact (916) 445-2847.
 - If you have additional questions regarding W-2 please contact the Statewide Customer Contact Center at (916) 372-7200
 - Group Legal:
 - Open Enrollment - March 01, 2019 through April 30, 2019
 - If you have questions about the plan or how to fill out the form please contact ARAG Customer Care at 1-866-762-0972.

❖ **Civil Service (CS) Payroll - Renee McClain**

- CS Payroll is currently processing Accounts Receivables (ARs) as the priority for documents.
 - We have already implemented processing changes that have increased the document processing time, but we are continuing to pursue further changes to improve processing.
- Even though we are past the Lump Sum peak workload date we want to ensure that your calls are being directed to the appropriate areas.
 - Questions about retirement codes/rates Payment Type P/K ARs for retirement, should be directed to the Retirement unit.
 - Questions on retirement separations should be directed to Audits (Personnel on the SCCC call tree) for PAR documentation, or Payroll for pay/deferral that has issued.
- If you have employees that are separating and need to have ARs processed before they separate, please fax them to the Payroll fax at (916) 324-0704 Attn: Joan Lleren
- Job Posting: Personnel Specialist - CS Audits Unit
https://sco.ca.gov/eo_about_jobs_19945.html.

❖ **Civil Service (CS) Disability – Karin Johnson-Anderson**

- STD. 674D (REV. 6/2013) - Please be sure to use the current form. You can find the current form on the [SCO](#) and [DGS](#) websites.
- We are working on Green Cycle efficiencies.
- Faxing during Green Cycle- If a document is faxed please put, inquiry/correction/2nd request
- Frequent Green Cycle call topics information:
 - IDL- Regular Pay and IDL pay cannot be keyed the same day, so if you only see the Regular Pay keyed, no need to call- the IDL will be keyed the next day.
 - Any master pay that needs hours/days transferred cannot be done during the Green Cycle. Additional pay will release during the green Cycle but the transfer of hours has to wait until Green Cycle is complete and done after the no cycle day.
- Inventory Backlog – We are making some progress and we will be doing inventory blitzes at least twice a month to reduce back log.
- Any agency that has direct phone extensions please make sure it is listed on any communication e.g. 674D/PR250. It makes it really hard to contact the specialist in a phone tree without their extension.
- Incorrect PR250's – We will attempt to make contact via phone. Please let us know the best way to get the incorrect PR250 to the Personnel Officer if we are not able to reach someone within 48 hours.

❖ **Civil Service (CS) Benefits – Rebecca Doctolero**

- CS Benefits is speaking with MetLife next week concerning scanning documents to them once they are keyed by SCO in hopes of expediting the enrollment process.

- SCO has identified issues with OPEB and Basic Life insurance. **UPDATE**
– It has been determined that the rates are pulling in correctly and there is no impact to Basic Life insurance rates.
- Reminder to departments to watch for Basic Life insurance deductions when an appointment moves employees in and out of an eligible classification. Also, if they are processing an S95 (death) for an eligible Basic Life recipient, they should check the employee's Basic Life insurance deductions to ensure it was established and there was no interruption in deductions before the employee died.
- Reports are being run to identify a possible population of underpaid Excess Cash for those in the Health plans that are in the less expensive plans such as Salud y Mas and PERS Select. Please call the Statewide Customer Contact Center (916-372-7200) if you identify an employee that has been shorted their CoBen allowance or Excess cash.
- CS Benefits staff is currently under intensive internal training. If departments notice abnormal errors in processing, please contact Rebecca Doctolero at Rdoctolero@sco.ca.gov
- Reminder to key well before Master Cutoff in order to prevent issues with the timing of the benefit deductions. When a PAR is keyed for an appointment late in the month, the Vision and CoBen deductions often do not get established through the Employment History system timely.
- Reminder that the SCO does not process Retiree's benefits. Refer to the CalHR website State Retirees page <http://www.calhr.ca.gov/retirees/Pages/retirement-benefits.aspx> for information. Send all Retiree Dental forms that were not processed through MyCalPERS to:

CalPERS

Attn: Health Enrollment and Eligibility Rm 2348

P.O. Box 942714

Sacramento, CA 94229-2714

❖ **Statewide Customer Contact Center (SCCC) - Nastassja Johnson**

- Meeting notes are now available on our [website](#).
- The State Controller's Office (SCO) is committed to providing the highest level of customer service possible. With that, we would like to share the reminder that we are here to service Department's and/or Campus Human Resources (HR) Offices. Employees are best served by their own Department and/or Campus HR Office, as they have a direct relationship with the employee and can best address the employee's needs. We ask that Department and/or Campus HR Offices do not share SCO's direct contact information with employees. If an employee requires HR-related assistance, please direct the employee back to his/her respective HR Representative. This will ensure that SCO can continue providing excellent customer service to Departments and/or Campus HR Offices.
- Escalation Email:

- Reminder: Our Escalation email (PPSDOps@sco.ca.gov) is for Supervisors and Managers. You can find guidelines to using our Escalation email on our website under Human Resources.
- California Personnel Office Directory (CPOD):
 - Please update [CPOD](#) with current information.

California State Payroll System (CSPS)

❖ California State Payroll System (CSPS) – Bernie Schultz

- Future State Activities:
 - Completed:
 - Personnel Administration
 - Time and Attendance
 - To Come:
 - Benefit Administration Sessions 04/02 - 04/09
 - Payroll Sessions 04/29 – 05/09
 - Click here to sign up for Future State Workflow Sessions: https://sco.ca.gov/csps_future_state_workflow_sessions.html
 - Please note that if you cannot attend in person you can be added as a teleconference participant.
- Workflows Completed by 5/31/19
- Mid-level and detailed requirements by 05/20/19
- Market Research:
 - Lessons Learned – Canada, Idaho, Hawaii, LA County and Colorado.
 - Vendor Outreach – April 5th, 2019